



## 2<sup>nd</sup> Informational Briefing Scope of Work Items #11, 1, 2, & 3

April 29, 2019

- Quick Review of Sections Covered in 1<sup>st</sup> Briefing
- Scope of Work Item #11 – Recommendations for Backup Center
- Scope of Work Item #1 – Transition Plan for Dispatch Centers
- Scope of Work Item #2 – Handling of Phone Calls From Jurisdictions
- Scope of Work Item #3 – Recommendations on Development of Policies & Procedures

- **Scope of Work Item #4 – Review of Current CAD/RMS Systems**
  - Current RMS systems can continue in use
  - Burlington’s Tyler/New World CAD system can be reconfigured and utilized as the regional CAD system
  
- **Scope of Work Item #8 – Recommendations on Existing Technologies**
  - CAD and RMS systems continue in use
  - Most systems at the regional dispatch center will need to be new
  - Some opportunities for reuse of support systems and workstations

- **Scope of Work Item #9 – Evaluate Designated Space**
  - The space is adequately sized to accommodate regional dispatch needs
  - Collaboration with South Burlington PD helps reduce the need for meeting & training space in the comm center itself
- **Scope of Work Item #10 – Recommendations on Radio Systems**
  - Existing systems should continue in use as currently designed and be integrated into a new radio console system at the regional dispatch center
  - Local jurisdictions should retain responsibility for these systems until a formal regional radio initiative is considered by CCPSA

- Assuming that the regional dispatch center is located at the facility where South Burlington PD is located, that comm center can't be used as the backup.
- The Williston and Winooski centers are both 2-positions operations and would not be reasonable to expand to become a backup.
- This leaves the Colchester and Burlington communications centers as the primary locations to consider for use as a backup (since creating a backup at a location not already used as a dispatch center brings significant increased costs and complexities).

- The Colchester center is currently configured with 3 positions and a 4<sup>th</sup> position could be fit into a backup configuration.
- The Burlington center is currently configured with 4 positions, and a 5<sup>th</sup> or even 6<sup>th</sup> could be fit into a backup configuration.
- Identifying Burlington's center as the backup location will likely also simplify the process of migrating the CAD system and fire alarm monitoring system, as well as fit in well with a 2-phase Transition process (discussed next in the Transition Plan section).

- Unless some compelling event/need requires all five dispatch operations to transition at the same time, IXP recommends the transition be planned in 2 phases.
  - Colchester, South Burlington, Williston and Winooski in the first phase
  - Burlington in the second phase
- To prepare all the agencies for transition, CCPSA will need to establish the regional policies and procedures that will guide the operation (discussed later in this briefing) and the training program that will be used to prepare the combined staff of the current centers to handle regional operations.

# #1 – Transition Plan for Dispatch Centers

*Tackling the toughest challenges in public safety!*

- Ideally, the CCPSA training team would be composed of at least one individual from each of the existing centers. Typically these are people who already have the responsibility for training new personnel at their center.
- The training material on regional policies, procedures and operations would be developed concurrently with the facility and technology systems being readied for operation and tested.
- Training should be conducted for all personnel from all 5 centers in mixed training groups. This will help build team cohesion and leverage the local knowledge each of them brings from their community to the new regional team.



- Multiple training tracks will be needed to accommodate the work schedules in the existing centers.
- Labor costs for training development, training delivery and attending training should remain with the home agencies.
- Any needed new-hire employees should be hired by CCPSA and join in the training with the existing staff whenever possible. Additional outside training will also be needed for these new-hires to prepare them to join the workforce.

- The actual transition to live operations for the first 4 centers should take place in as short a timeframe as possible, typically the span of a single operational day.
  - Personnel at the existing centers begin their day as normal
  - Personnel would ready themselves at the regional center to take over operations
  - One-by-one, the telephone circuits from each center are swung over to the regional center and tests are done to confirm that all telephone traffic is arriving properly
  - The regional center takes over radio traffic for that agency and commences live operations
  - The existing center staff stand by for a period of time to confirm everything is stable, and then log off and prepare to join the regional center staffing at their next assigned shift.
- The transition of the Burlington operation could then take place at another designated cutover date, ideally as soon after the first cutover as possible. If too much time elapses, the Burlington staff may require a short refresher training before joining the regional team.

- 9-1-1 calls
  - These would continue to be received from one of the State PSAPs via transfers to 10-digit phone lines.
  - Once the State agrees to allow the center to become a PSAP, 9-1-1 CPE will be installed, personnel will be trained, and the regional center will transition to becoming a primary PSAP in the State network.
  - It is important to remember that in addition to the 9-1-1 calls originating in the Catchment Area designated by the State for the CCPSA PSAP, 9-1-1 calls will also occasionally arrive from other Catchment Areas when the primary PSAP is unable to answer the call. These calls will have to be screened and transferred to the appropriate dispatch center.

- Non-emergency calls for service and business lines
  - Each of the existing dispatch centers handle varying volumes of non-emergency and business line calls.
  - Since some of these calls turn out to indeed need a public safety response to be dispatched, it is advisable to keep this traffic directed to the new regional center at the outset of operations.
  - This will create an opportunity to gather solid statistical information on the nature and volume of the calls being received, so that informed decisions can be made about potential changes in how some lines are handled.
- From IXP's experience, the creation of a new regional communications center creates a perfect opportunity for a coordinated public education and outreach process across all the communities being served, to better inform the public about the proper use of 9-1-1, non-emergency and business phone numbers.

- Establishing the formal policies and procedures of the new operation will be the most important first step in transition to regional dispatch operations. This is typically a major focus in the initial months for the new center's Director.
- IXP recommends forming a workgroup to develop and draft these documents and with the Director work them through the CCPSA governance process for approval. This team should be composed of:
  - One representative from each of the 5 dispatch centers
  - One representative from the law enforcement community
  - One representative from the fire service community
  - One representative from the emergency medical services community

- The process typically begins by reaching agreement on a table of contents and then assigning various topics to individuals and sub-groups within the workgroup.
- As individual sections are worked to consensus within the workgroup and Director, they are then worked through the CCPSA governance process for final review and adoption.
- Taking an incremental approach allows the training team to begin building training material as individual sections are completed.
- IXP has provided a recommended Table of Contents to guide the policy and procedure development process.

- Schedule look-ahead:
  - 05/20/2019 – IXP will deliver the draft results of our analysis in a briefing that will focus on the following SOW items:
    - Section A, #5 – Staffing Levels and Shift Configurations
    - Section A, #6 – Strategy for Transition of Existing Workforce
    - Section A, #7 – Best Call Taking Strategy for Combined PSAP/Dispatch
    - Section A, #12 – Review of Alarm Ordinances
  - From there, we will coordinate any needed adjustments or edits to the report document, and work up the CAPEX and OPEX estimates to complete the report

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